



Sustainability-management plan

The Hotel Eden Roc is a 5* superior hotel located directly on the shores of Lake Maggiore. It is a member of the exclusive industry organisations 'Swiss Deluxe Hotels' and 'The Leading Hotels of the World'.

Frequently named the best leisure hotel in Switzerland, this luxury resort offers innovative guest service combined with culinary indulgence at the highest level. The hotel features 95 luxurious guest rooms and suites, four restaurants, the Eden Bar and the 2000 m² Eden Roc Spa with bathing facilities, a fitness centre and treatment rooms for beauty and massage therapies. Outside, the expansive garden extends down to a panoramic jetty, a marina and a private beach for bathing; these are complemented by a range of water sports facilities, boat hire and a water-ski and sailing school.

Stepping into the unique vision of Swiss interior architect Carlo Rampazzi, one senses immediately that the Hotel Eden Roc is a very special place – from the individual guest rooms to the building as a whole. Classical, elegant and timeless, it combines and contrasts precious materials and furniture with contemporary purist elements and colours. All are deployed purposefully by Rampazzi to create a remarkable environment for living and relaxing.

What is truly special about the Hotel Eden Roc and the rest of the Tschuggen Hotel Group is the ambition to "help guests rediscover the value of their time" – realised with the help of a thoughtful corporate culture and the Moving Mountains concept launched in 2021. All of the Group's work is shaped according to these principles, which are lived and practised by its staff each day.

At the heart of everything is the knowledgeable team, which understand perfectly how to transform guests' valuable time into unforgettable memories and experiences.

For us, ecologically sustainable business is a matter of course.

In choosing the Green Globe standard, we have opted to participate in a globally recognised certification programme. The Green Globe is awarded to companies in the tourism and events industries whose corporate approach targets the respectful and economical use of resources.



HOTEL EDEN ROC

VISION

We make time valuable again by offering intentional enjoyment combined with surprising and unforgettable experiences.

WHO

The family-run Tschuggen Group offers first-class hotel experiences. Each employee is a passionate host with an entrepreneurial spirit and a clear understanding of our social and ecological responsibility.

WHY

We honour our guests' quest for unusual experiences and uniquely special events that inspire and provide sophisticated surprises.

HOW

As hosts, we convey a discreet feeling of closeness: present, familiar and obliging. With the courage to innovate and guided by the highest quality standards, we create previously unseen and unexpected things that spark curiosity.

WHAT

In our hotels in the best locations we design magical and unforgettable experiences. We offer creatively designed rooms that make the journey worthwhile and stays in fascinating natural settings, enriched by intentionally sustainable enjoyment.

Corporate culture (basic internal code of conduct):

- **Passionate hosts**
We are welcoming hosts and ambassadors of our hotels.
- **Inspiring**
We consistently provide new and positive surprises.
- **Appreciative**
Our attentive presence allows us to get to know our guests and colleagues.
- **Responsible**
We act for the good of our company, our fellow human beings and the environment.
- **Committed**
We are committed without compromise in every detail.



The Tschuggen Hotel Group – BECAUSE WE CARE!

In line with our beliefs, we support the social and ecological principles of the United Nations Global Compact.

Anti-corruption

We condemn corruption and do not participate in any form of dishonest practice.

Compliance with applicable laws

In everything we do, we operate in compliance with all applicable environmental, labour and anti-corruption laws.

Data security

We maintain an adequate security system for all personal data and business information held by us and guarantee that the same level of security is maintained by all partners who hold or process data on our behalf.

Environmental management

With our internal corporate environmental standards, we aim to minimise where possible any negative impact on the environment caused by our business activity.

Equal opportunities

Within our company, we provide equal opportunities and possibilities of development for all employees, irrespective of age, colour, race, sex, marital status, nationality, sexual orientation, or religion.

Freedom of association

We accept the right of our employees to join together on a voluntary basis in trade unions and interest groups and to act in compliance with legal standards.

Green Team

Led by our sustainability expert, the Tschuggen Hotel Group Green Team is made up of members from all the hotels. This is because we are convinced that progress consists of constant, mutual and honest consideration of the relevant issues and of sharing best practice.

Human dignity

We treat all our employees with respect and dignity and provide a working environment that is free from harassment, intimidation and bullying.

Management systems

We have a broad-based and recognised management system in order to facilitate continuous process optimisation and compliance with standards.

**Moral and ethical concerns**

We offer our employees a formal reporting system for any concerns relating to corporate behaviour.

Occupational safety

We offer a safe and healthy working environment in all our hotels.

Purchasing

Sustainable purchasing and partnership-based cooperation with our suppliers are important to us. For this reason, in line with our corporate responsibility and purchasing guidelines, we expect our suppliers and business partners to share our beliefs and to observe them during production and delivery of any goods and services ordered by us.

Training opportunities

We provide a wide range of training opportunities in all our hotels. In addition to apprenticeships, there are also internship places for recognised hotel management schools.

Waste management

We are committed to minimizing the waste generated through our business activities, increasing the amount of recycling wherever possible, and disposing of any residual waste correctly.

Working conditions

We offer fair working conditions based on the prevailing laws and the "International Labour Organisation Core Conventions". This includes the aspects "Freely Chosen Employment" and "Child Labour Avoidance".



Environmental standards

Principle 1 – Protecting the environment is a leadership task

The topic of environmental protection is an integral part of executive and management meetings in the Tschuggen Hotel Group.

Principle 2 – Informing employees and raising awareness among them

Within the operational domain, all employees are responsible for their own environmentally compatible behaviour and requested to play their part in implementing these environmental guidelines. Active employee participation forms the basis of achieving our goals, while at the same time providing significant innovative potential. Ideas management, targeted information and employee qualifications are used to promote environmental awareness in our company.

Individual objectives in the fields of energy, disposal and purchasing are recorded in the FM-002 process parameters document.



Sustainability can be this charming

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- **General purchasing**
Our suppliers are from Switzerland where possible to avoid unnecessary transport distances.
- **Bar material**
No plastic straws are used anywhere in the hotel.
- **CO₂**
Since 2014, the hotels of the Tschuggen Hotel Group have also had a target agreement with the *Energie-Agentur für Wirtschaft* energy model group on the reduction of CO₂ emissions. All the relevant data are recorded and documented every year.
- **Printer toner**
All empty printer, toner and ink cartridges are collected without exception under the motto "Every toner cartridge counts". They are checked, prepared and further processed by the company Pelikan in the recycling centre. Pelikan makes a donation to the Swiss Red Cross for the collected toner cartridges. Money from the collection campaign is used for the work of the Swiss Red Cross, in particular for families living in poverty in Switzerland. Furthermore, all printers in the Hotel Eden Roc are set up to automatically print double-sided.
- **Electric vehicles**
We provide a free charging station outside the front entrance for our guests' electric vehicles.
- **Energy saver system**
All rooms are equipped with a main switch so that our guests, as well as the staff, can turn off all appliances and lights with a switch. This automatically reduces energy consumption.
- **Windows**
All the windows in the Hotel Eden Roc are double-glazed.
- **Business stationery**
Hotel Eden Roc has switched to 100% recycled paper (which is bleached without chlorine) where internal or external correspondence requires paper. Printed matter is always printed in Switzerland.
- **Hand towels and bath towels**
Hand towels and bath towels are only washed if guests leave them on the floor. Towels that are hanging up are not replaced. This reduces water, detergent and energy consumption many times over.



- **Candles**
Candles are recycled by our partner Lienert Kerzen AG. Any remaining candle material is melted and reused.
- **Refrigeration systems**
Our refrigeration systems (freezers, fridges) allow the heat they generate to be recycled. In addition, all our refrigeration systems are freon-free.
- **Food**
When purchasing food and beverages, we use local producers and suppliers where possible. We also predominantly use Swiss products and animal products from animal-friendly and certified operations.
- **Information for employees joining the company / Intranet**
Wherever possible, information for employees is not printed out. Information is shared on the online employee intranet.
- **Moving Mountains**
www.moving-mountains.ch

Move

We work with professional consultants and experts in the fields of personal training and yoga to meet the needs of our guests and optimally prepare them for the myriad nature-based activities.

Play

To celebrate our locations, we have created a series of Empowering Expeditions and Curated Adventures for our guests designed with nothing more than pure unadulterated fun in mind.

Ice-fishing is one of our "Empowering Expeditions" and forest bathing is a "Curated Adventure".

Nourish

Together with renowned nutritionist and dietician Rhaya Jordan, our award-winning chefs have created fantastic Moving Mountains menus and dishes on a delicious vegetable basis.

A key principle of Moving Mountains dishes is:

Inspired by the Swiss mountains: wholesome, fresh, nutritious, seasonal and from the local surroundings.

Rest

Our guests give themselves some time out, relax and recharge their batteries in one of our science-based sleep and spa experiences.

Give

Reflecting the constant cycles of nature, the last Moving Mountains pillar consists of giving something back.



HOTEL EDEN ROC

- **Sorting waste**
Hotel Eden Roc is keen to separate waste in a rigorous manner. New employees receive training to pre-empt errors caused by a complacent attitude or a lack of knowledge. Kitchen waste is sorted and sent to biofuel producers.
- **Nespresso coffee pods**
Sustainable Nespresso coffee pods are available in the rooms and are then recycled.
- **Nooii**
Guest amenities (shampoo, soap) from the company Nooii are available in refillable dispensers.
Environmental responsibility as per Nooii:
"Since nature is important to us, we exclusively use glass bottles in our production. All skin care products are fully biodegradable. Our labels are made of natural stone paper (instead of plastic or wood)."
- **Paperless**
- At the time of departure, guests can choose whether they would like a print-out or an e-mail copy of their invoice.
- **Cleaning products and detergents**
We use biodegradable cleaning products wherever possible.
- **Cleaning service**
Our guests can decide whether their room should be cleaned daily or less often.
- **Shuttle service**
Free transfers to and from the station for guests travelling by train.
- **Packaging**
We do not use PET in the restaurant or in guest rooms and instead only use glass bottles. No plastic bags are used anywhere in the hotel.



As of 2019, the Tschuggen Hotel Group is climate neutral. We minimise our CO2 emissions through continual investment in advanced technologies. In addition, we offset our residual footprint with diligently selected climate protection projects in Switzerland and in developing countries.

The myclimate partnership

- Maximum reduction of the CO2 emissions of all our properties
- CO2 neutrality from check-in to check-out
- By compensating for unavoidable CO2 emissions, the following climate protection projects are funded:
 - Rehabilitation of the raised bog in the Tourbières des Ponts-de Martel nature reserve (Neuchâtel, CH)
 - Virunga mountain gorilla project in the Volcanoes national park in Rwanda

Cause we care Initiative

- Guests are given the opportunity to offset the emissions generated by their journeys to and from our hotels. There are four categories with corresponding price levels: travelling within Switzerland by car, travelling from other European destinations by car, travelling from other European destinations by plane and travelling from overseas destinations by plane.
- The offsetting is fully dedicated myclimate mountain gorilla project to Rwanda